



DATES: Thursday, March 22
Thursday, April 12
Wednesday, May 23

TIME: 9:00am - 3:30pm

LOCATION: Cupertino Community Hall
10300 Torre Ave
Cupertino, CA 95014

TUITION: \$850 per Person
(for all 3 Non
Consecutive Days)

INCLUDES:
- Lunch
- Performance Management Guide
- Follow-up Coaching
- Certificate of Completion

REGISTRATION:

Jo Miller
jmiller@rgs.ca.gov

FOR QUESTIONS:
Rich Oppenheim
roppenheim@rgs.ca.gov

650.587.7309

Designed for New or Experienced Leaders in Local Government by Trainers with Extensive Experience in Local Agencies

LEARNING OUTCOMES/SKILL BUILDING IN:

- Getting Work Done Through People
- Engaging Employees to Create a Positive and Productive Workforce
- The Many Hats of Lead/Sr. Workers
- Leadership Styles
- 3 Keys to Communicate Effectively as a Leader
- How to Conduct Difficult Workplace Conversations
- Creating a Culture of Accountability – the Lead/Sr. Worker’s Role

“Very informational session; appreciated the examples, conversations and group interactions.”
- (Academy Graduate)

“I found this Academy to be very useful and I have already tried to take back the lessons and apply them to my work group.”
- (Academy Graduate)



LEAD/SR. WORKERS 3-DAY ACADEMY
Topic Layout Per Day

Learning Outcomes Include: Skill Development in Getting Work Done Through People, Employee Engagement, Pro-Active Communication, Improving Effectiveness of Difficult & Critical Conversations, Pro-active Leadership and the Lead/Sr. Worker’s Role in a Culture of Accountability.

Day 1- Six Hours	Day 2- Six Hours	Day 3- Six Hours
<p>Getting Work Done Through People</p> <p>Employee Engagement Techniques to Create a More Positive and Productive Work Environment</p> <ul style="list-style-type: none"> • Aligning Work to: <ul style="list-style-type: none"> ○ Mission/Values/Goals ○ Big Picture and Business Reasons for the Work ○ Encouraging Performance ○ Acknowledging Performance <p>Skill Building in the Many Hats of Lead/Sr. Workers</p> <ul style="list-style-type: none"> • Director of Work • Teacher • Mentor • Provider of Resources • Problem Solver • Performance Leader <p>Leadership</p> <ul style="list-style-type: none"> • Levels • Styles 	<p>Learning the Language of Leadership</p> <ul style="list-style-type: none"> • What Great Communicators Do • Personal Guiding Principles <p>Using Pro-Active Communication</p> <ul style="list-style-type: none"> • Aiming for Mutual Understanding • Exchanging Interests • Detecting and Working with Communication Styles • Task-Specific Communication • Encouraging Mutual Exchange <p>Roadmap for Skill Building in Serious/Important Workplace Conversations</p> <ul style="list-style-type: none"> • Common Pitfalls and Cautions • Prepare Ahead • Start Consciously • Keep it Constructive • Describe the Difference between the Goal and Current Reality • Address the Gap with a Plan • Dialogs for Common Situations 	<p>Learning Techniques of Proactive Leadership</p> <ul style="list-style-type: none"> • Identifying Important Traits for New Hires • Overview of Various Documents that Keep You Out of Trouble <p>A Culture of Accountability Through The Performance Management Cycle</p> <ul style="list-style-type: none"> • The Work Plan • Encouraging Performance • Performance Coaching • Lead/Sr. Worker’s Role in: <ul style="list-style-type: none"> ○ Performance Evaluation Input ○ Discipline Input <p>Self-Assessment and Goal Setting of Leadership Skills</p>

The Academy is designed for the new or experienced Lead/Sr. Workers and includes participants discussing and practicing skill sets and setting goals for specific self-improvement.

Developed by Trainers with extensive experience working in and for Local Government!